

***SURVEY OF OVERSEAS CIVILIANS:
DETAILED FINDINGS***

Background

In the following chapter of this report, detailed question-by-question results are provided for the complete Survey of Overseas Civilians. A total of 2,247 U.S. citizens living overseas and not affiliated with the federal government participated in the survey.

The survey results are presented as follows:

- Actual question wording is provided in bold type.
- The percentages listed are based on the number of respondents who answered each question, often less than the total number who participated in the survey. (Respondents occasionally skip questions inadvertently, skip them based on a response they have given to a previous question, or give an invalid response that cannot be counted.)
- The number responding to each question is noted beneath the question wording. This number appears as “(N=___).”
- Percentages will not always add to 100 due to rounding.
- Where appropriate, additional tables or charts are provided to amplify the survey data.

DEMOGRAPHICS

Questions 1 through 9 focus on demographic characteristics of the overseas civilians surveyed. The data includes each respondent's age, years living away from the U.S., employment category, current country of residence, length of residence in that country, and number of family members age 18 or over. The number of overseas civilians in the survey sample who are registered to vote is also measured, along with their state of voting or legal residence.

1. Were you a U.S. citizen on November 5, 1996?

(N=2,272)

| | |
|--|-----|
| Yes..... | 96% |
| No (<i>STOP! RETURN THIS SURVEY.</i>)..... | 1% |
| No response..... | 3% |

2,247 U.S. citizens completed questionnaires as part of the survey of overseas civilians. The responses of 25 non-citizens were not included in the final survey tallies.

2. How old were you on November 5, 1996?

(N=2,202)

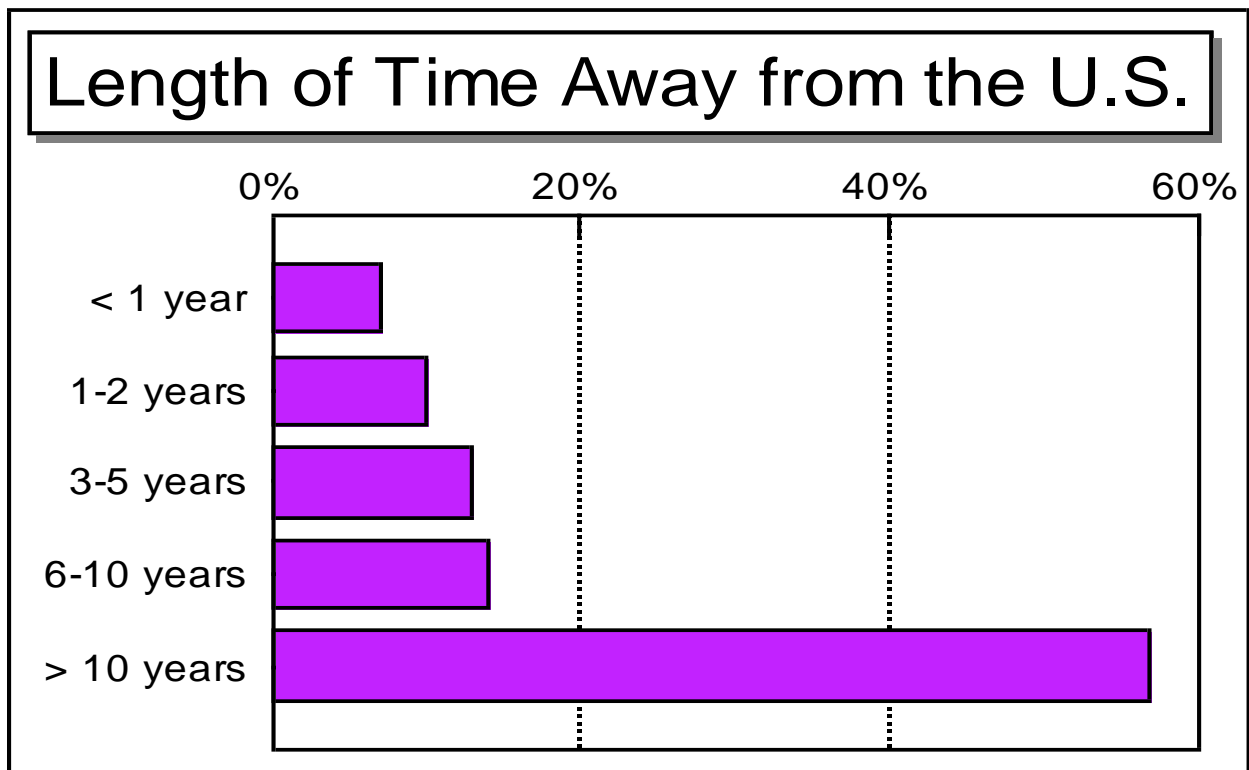
| | |
|------------------|-----|
| 18 to 24 | 9% |
| 25 to 29 | 7% |
| 30 to 44 | 37% |
| 45 to 54 | 23% |
| 55 to 64 | 12% |
| 65 and over..... | 12% |

The largest percentage of the overseas civilians surveyed (37%) were in the 30 to 44 age group. 23% were age 45 to 54 on November 5, 1996; 12% were 55 to 64; 12% were 65 and older; 9% were 18 to 24; and 7% were 25 to 29.

3. How many years have you lived away from the U.S.?
(N=2,188)

| | |
|---------------------|-----|
| Less than 1 | 7% |
| 1 to 2 years | 10% |
| 3 to 5 years | 13% |
| 6 to 10 years | 14% |
| Over 10 years | 57% |

As of the November 1996 survey date, 57% of the overseas civilians surveyed had lived away from the U.S. for over 10 years. 14% had lived outside the U.S. for 6 to 10 years, 13% for 3 to 5 years, 10% for 1 to 2 years, and 7% for less than 1 year.



4. Which one of the following best describes your employment category on November 5, 1996?

(N=2,003)

| | |
|------------------------------------|-----|
| Business (non-U.S. ownership)..... | 14% |
| Homemaker..... | 14% |
| Retired..... | 13% |
| Teacher..... | 12% |
| Minister/Missionary..... | 10% |
| Business (U.S. ownership)..... | 10% |
| Self-Employed..... | 10% |
| Not employed..... | 4% |
| Student..... | 0% |
| Other..... | 13% |

24% of the overseas civilians surveyed identified their employment category as Business (14% non-U.S. ownership and 10% U.S. ownership); 14% identified themselves as Homemakers, 13% as Retired, 12% as Teachers, 10% as Ministers/Missionaries, and 10% as Self-Employed.

5. In what overseas country are you currently residing?
(N=2,175)

| | | | |
|-------------------------|----|-----------------------|----|
| Australia | 3% | Kenya..... | 2% |
| Austria..... | 3% | Luxembourg..... | *% |
| Brazil..... | 5% | Mexico..... | 2% |
| Canada..... | 7% | Netherlands..... | 5% |
| China..... | 3% | Nigeria..... | *% |
| Colombia..... | 3% | Pakistan..... | *% |
| Costa Rica..... | 2% | Panama..... | 2% |
| Czech Republic..... | 4% | Papua New Guinea..... | *% |
| Denmark..... | 3% | Paraguay..... | *% |
| Dominican Republic..... | 1% | Philippines..... | *% |
| Egypt..... | 3% | South Africa..... | 3% |
| France..... | 3% | Spain..... | 3% |
| Germany..... | 9% | Turkey..... | 1% |
| Hong Kong..... | 3% | United Kingdom..... | 5% |
| Ireland..... | 4% | Venezuela..... | 3% |
| Israel..... | 6% | Zimbabwe..... | 4% |
| Japan..... | 3% | Other..... | 5% |

*% = less than 1 percent

As mentioned in the methodology section of this report, the countries of residence of the civilian participants in the 1996 Post-Election Survey were largely determined by the location of the 40 diplomatic posts selected to distribute the survey forms. In the selection of those posts, an effort was made to provide a broad distribution of countries from all parts of the world.

Significant percentages of the overseas civilians participating in the survey resided in Germany (9%); as well as Canada (7%); Israel (6%); Brazil, Netherlands, and United Kingdom (each with 5%); the Czech Republic, Ireland, and Zimbabwe (4%); and Australia, Austria, China, Colombia, Denmark, Egypt, France, Hong Kong, Japan, South Africa, Spain, and Venezuela (3%).

6. On November 5, 1996, how long had you been residing in this country?
(N=2,162)

| | |
|-------------------------|-----|
| Less than 6 months..... | 6% |
| 6 to 12 months..... | 5% |
| 1 to 2 years..... | 10% |
| 2 to 3 years..... | 7% |
| More than 3 years..... | 73% |

As of the November 1996 survey date, 73% of the overseas civilians surveyed had been living in their country of residence for more than 3 years. 7% had lived in that country for 2 to 3 years, 10% for 1 to 2 years, and 11% for 1 year or less.

7. **Not counting yourself, how many family members who were at least 18 years old were living with you at your current duty station on November 5, 1996? (Include your spouse, and anyone related to you by blood, marriage, or adoption who depends on you for more than half of their support.)**

(N=2,121)

| | |
|--------------------|-----|
| None | 34% |
| One | 49% |
| Two | 10% |
| Three | 5% |
| Four | 1% |
| Five or more | 1% |

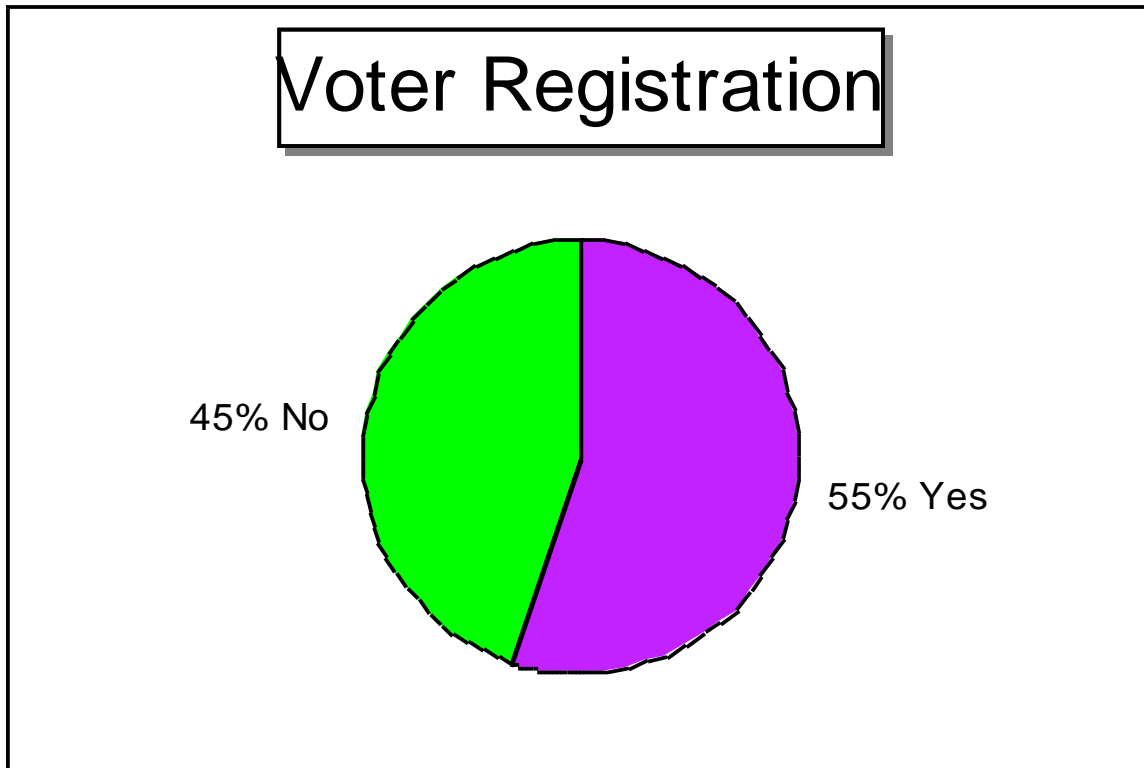
49% of the overseas civilians surveyed had one family member 18 years old or older living with them at their current duty station, 10% had two voting age family members living with them, 5% had three, and 2% had four or more voting age family members living with them. This indicates that 66% had at least one family member 18 or older living with them in November 1996.

34% of the overseas civilians surveyed did not have a family member at least 18 years old at their duty station on November 5, 1996.

8. Are you registered to vote in U.S. elections?
(N=2,103)

Yes..... 55%
No..... 45%

55% of the overseas civilians surveyed are registered to vote in U.S. elections.



9. In what state or territory are you registered to vote? If you are not registered, where is your voting residence in the U.S.?
(N=1,905)

| | | | |
|----------------------------|-----|-----------------------------|-----|
| Alabama | 1% | Montana | *% |
| Alaska..... | *% | Nebraska | *% |
| American Samoa | 0% | Nevada | *% |
| Arizona..... | 1% | New Hampshire | 1% |
| Arkansas | *% | New Jersey..... | 3% |
| California..... | 14% | New Mexico..... | 1% |
| Colorado..... | 1% | New York | 15% |
| Connecticut..... | 2% | North Carolina | 1% |
| Delaware..... | *% | North Dakota..... | *% |
| District of Columbia | 1% | Ohio | 2% |
| Florida | 6% | Oklahoma..... | 1% |
| Georgia..... | 1% | Oregon | 2% |
| Guam | 0% | Pennsylvania | 4% |
| Hawaii | *% | Puerto Rico | 1% |
| Idaho..... | *% | Rhode Island | *% |
| Illinois..... | 4% | South Carolina | 1% |
| Indiana..... | 1% | South Dakota..... | *% |
| Iowa..... | 1% | Tennessee | 1% |
| Kansas | 1% | Texas | 7% |
| Kentucky | 1% | Utah | *% |
| Louisiana | 1% | Vermont..... | *% |
| Maine..... | *% | Virginia | 3% |
| Maryland | 2% | Virgin Islands (U.S.) | 0% |
| Massachusetts..... | 4% | Washington | 3% |
| Michigan | 3% | West Virginia..... | *% |
| Minnesota..... | 2% | Wisconsin..... | 1% |
| Mississippi..... | *% | Wyoming | *% |
| Missouri..... | 1% | | |

*% = less than 1 percent

When the overseas civilians are asked in what state or territory they were registered to vote, or where they had their legal residence, the following were the top 10 states cited: New York (15%); California (14%); Texas (7%); Florida (6%); Illinois and Massachusetts (4%); and Michigan, New Jersey, Virginia, and Washington (3%).

VOTING/NON-VOTING

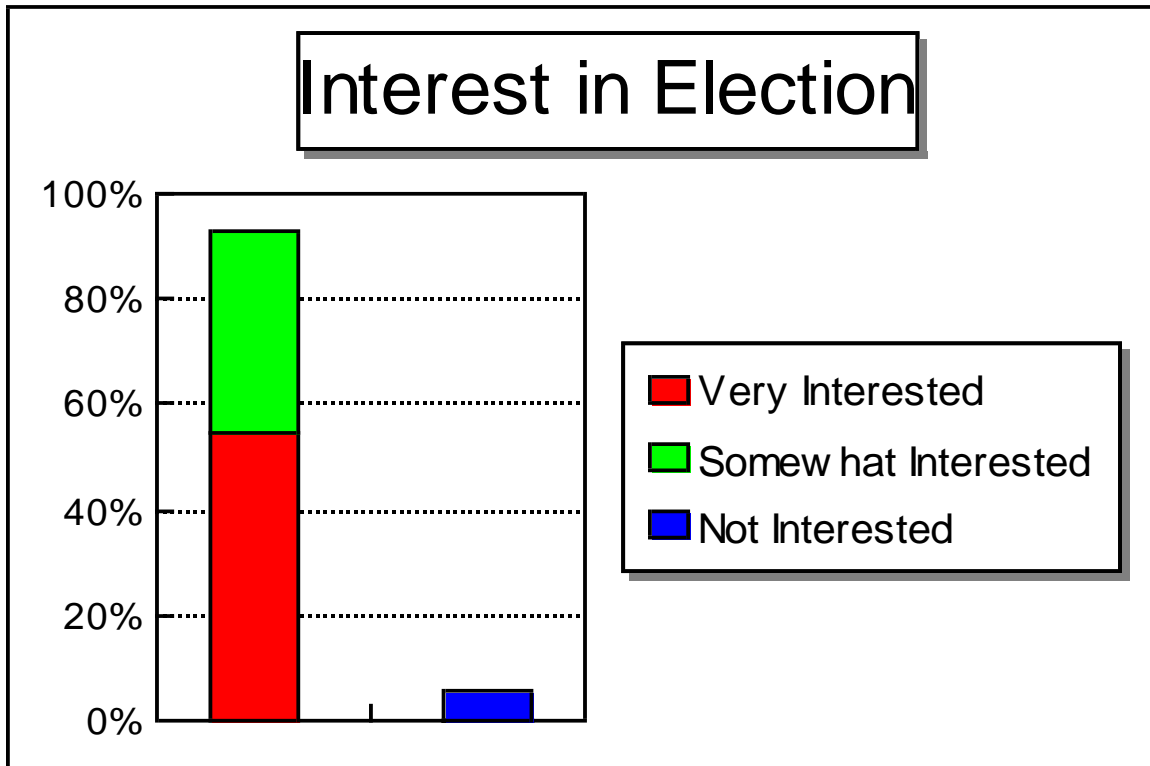
Questions 10 through 13 focus on the voting attitudes and behavior of the overseas civilians surveyed, including: their level of interest in the 1996 election, whether or not they voted, and if not, their main reasons for not voting.

10. How interested were you in the U.S. election held on November 5, 1996?

(N=2,161)

| | |
|--------------------------|-----|
| Very interested..... | 55% |
| Somewhat interested..... | 38% |
| Not interested..... | 6% |

93% of the overseas civilians surveyed were interested in the November 1996 election. 55% of them said they were “very interested” in the election, and 38% said they were “somewhat interested.”



11. Did you vote in the November election?

(N=2,158)

| | |
|--------------------------------------|-----|
| Yes, I voted in person..... | 1% |
| Yes, I voted by absentee ballot..... | 28% |
| No, I did not vote. | 71% |

28% of the overseas civilians surveyed voted by absentee ballot and 1% voted in person — indicating that 29% voted in the November 1996 election.

Those who did not vote in the November 1996 election were asked the following two questions:

12. Which of these comes closest to your one main reason for not voting?

(Mark *only one*.)

(N=1,532)

| | |
|---|-----|
| I didn't know how to get an absentee ballot..... | 22% |
| I was discouraged by the process of absentee voting..... | 15% |
| My ballot did not arrive at all..... | 9% |
| I knew about the election, but wasn't interested in voting. | 8% |
| I didn't know my state of legal residence for voting. | 6% |
| I had no candidate preference. | 4% |
| I wasn't familiar with the candidates or issues..... | 4% |
| I didn't think my vote would matter. | 3% |
| My ballot arrived too late..... | 3% |
| I am concerned that voting might affect my Federal or State tax obligation. | 2% |
| The requirement for notarization of election materials was too difficult..... | 2% |
| I didn't think I was eligible to vote. | 1% |
| I don't trust the candidates..... | 1% |
| I didn't know about the election. | 1% |
| No response..... | 4% |

Of the overseas civilians surveyed who said they did not vote in the 1996 elections, the highest percentage (22%) said that not knowing how to get an absentee ballot was their main reason for not voting. Several other reasons related to the process of voting were mentioned: 15% said they were discouraged by the process of absentee voting; 9% said they had requested a ballot that never arrived; 6% said they did not know their legal voting residence; 4% said they were not familiar with the candidates or issues; 3% said their ballot arrived too late to be voted; 2% were concerned voting might impact their tax obligation; 2% said the requirement for notarization of election materials was too difficult; 1% said they did not think they were eligible to vote; and 1% said they did not know about the election.

Other reasons included a lack of interest in voting (8%), no candidate preference (4%), a concern that the vote would not matter (3%), and a lack of trust of the candidates (1%).

13. Were there any other reasons you did not vote? (Mark all that apply.)
 (N=1,532)

| | |
|--|-----|
| I didn't know how to get an absentee ballot. | 30% |
| I was discouraged by the process of absentee voting. | 17% |
| I didn't know my state of legal residence for voting. | 16% |
| I didn't think I was eligible to vote. | 14% |
| My ballot did not arrive at all. | 10% |
| I didn't think my vote would matter. | 10% |
| The requirement for notarization of election materials was too difficult. | 9% |
| I wasn't familiar with the candidates or issues. | 8% |
| I had no candidate preference. | 8% |
| I knew about the election, but wasn't interested in voting. | 7% |
| I don't trust the candidates. | 5% |
| I am concerned that voting might affect my Federal or State tax obligation. | 5% |
| My ballot arrived too late. | 2% |
| I didn't know about the election. | 1% |

When asked if there were any other reasons why they did not vote, overseas civilians cited the following issues as the most important additional reasons: 30% said they did not know how to get an absentee ballot; 17% said they were discouraged by the process of absentee voting; 16% said they did not know their legal voting residence; 14% said they did not think they were eligible to vote; and 10% said they requested but never received their ballot.

Other reasons cited were: thinking their vote would not matter (10%), the requirement for notarization of election materials (9%), a lack of familiarity with the candidates or issues (8%), no candidate preference (8%), a lack of interest in voting (7%), no trust for the candidates (5%), concern about an impact on their tax obligation (5%), ballots that were requested but arrived too late to vote (2%), and not knowing about the election at all (1%).

Questions 12 and 13 combined:

| | |
|---|-----|
| I didn't know how to get an absentee ballot. | 53% |
| I was discouraged by the process of absentee voting. | 32% |
| I didn't think I was eligible to vote. | 30% |
| I didn't know my state of legal residence for voting. | 22% |
| My ballot did not arrive at all. | 19% |
| I knew about the election, but wasn't interested in voting. | 16% |
| I didn't think my vote would matter. | 13% |
| I wasn't familiar with the candidates or issues. | 12% |
| I had no candidate preference. | 12% |
| The requirement for notarization of election materials was too difficult. | 11% |
| I am concerned that voting might affect my Federal or State tax obligation. | 7% |
| I don't trust the candidates. | 6% |
| My ballot arrived too late. | 5% |
| I didn't know about the election. | 2% |

Combining the two questions reveals the relative importance, as either a primary or a contributing factor, of each of the reasons for not voting.

These reasons relate to discouragement or difficulty with the **process** of voting, or a lack of information: 53% said they did not know how to get an absentee ballot; 32% said they were discouraged by the process of absentee voting; 30% said they did not think they were eligible to vote; 22% said they did not know their state of legal residence for voting; 19% said the ballots they had requested did not arrive at all; 12% said they were not familiar with the candidates or issues; 11% said the requirement for notarization of election materials was too difficult; 7% were concerned about an impact on their tax obligation; 5% said their ballots arrived too late to vote; and 2% said they did not know about the election.

16% knew about the election but were not interested in voting; 13% did not think their vote would matter; 12% had not candidate preference; and 6% did not trust the candidates.

ABSENTEE VOTING

Questions 14 and 15 ask overseas civilians whether they requested an absentee ballot for the November 1996 election and, if so, in what month they requested it.

14. Whether or not you actually voted, did you request an absentee ballot for the November 5, 1996 election?

(N=2,087)

Yes..... 33%
No..... 67%

33% of the overseas civilians surveyed requested an absentee ballot, whether or not they actually voted in the 1996 election.

15. In what month did you request your absentee ballot?

(N=683)

July, or earlier..... 32%
August..... 18%
September..... 30%
October..... 18%
November..... 1%

32% of those surveyed who requested an absentee ballot did so in July 1996 or earlier. 30% requested a ballot in September, 18% in August, 18% in October, and 1% in November.

Federal Post Card Application

The Federal Post Card Application (FPCA), or Standard Form 76, is a simultaneous request for registration and ballot.

Questions 16 through 21 focus on the use of the FPCA by overseas civilians. Survey respondents are asked whether they used the FPCA; if so, where they obtained it; whether they were notified by the local election official in their home jurisdiction that the request had been received; whether they actually received the absentee ballot they had requested; when they received it; and when they completed and returned the ballot.

16. Did you use the FPCA to request your absentee ballot, or did you use another method?
(N=671)

| | |
|----------------------------|-----|
| I used the FPCA..... | 61% |
| I used another method..... | 39% |

61% of those surveyed who requested an absentee ballot said they used the FPCA to submit their request. 39% said they requested a ballot using another method.

17. Where did you obtain your FPCA?
(N=364)

| | |
|---|-----|
| U.S. Embassy or Consulate..... | 87% |
| Overseas organization or company..... | 5% |
| Democrats or Republicans Abroad..... | 3% |
| Federal Voting Assistance Program (FVAP)..... | 3% |
| Through military channels..... | 2% |

87% of those surveyed who used the FPCA to request an absentee ballot said they obtained their ballot through the U.S. Embassy or Consulate. 5% said they obtained their ballot through an overseas organization or company; 3% said they obtained a ballot through the FVAP; 3% used Democrats or Republicans Abroad; and 2% said they obtained a ballot through military channels.

18. After you requested your absentee ballot, did you receive notification from the local election official that your request had been received?
(N=671)

| | |
|--------------------|-----|
| Yes..... | 48% |
| No..... | 40% |
| Don't recall | 12% |

48% of those surveyed who requested an absentee ballot said they were notified by the local election official that their request was received. 40% said they were not notified and 12% said they did not recall.

19. Did you actually receive the absentee ballot in response to your request?
(N=682)

| | |
|------------------------------|-----|
| Yes..... | 84% |
| No, I never received it..... | 16% |

84% of those surveyed who requested an absentee ballot said they actually received the ballot. 16% did not receive a ballot in response to their request.

20. When did you receive your ballot?
(N=564)

| | |
|-----------------------|-----|
| July, or earlier..... | 1% |
| August..... | 2% |
| September | 12% |
| October..... | 75% |
| November..... | 9% |

75% of those surveyed who requested an absentee ballot said they received their ballot in October 1996. 12% said they received it in September 1996. 9% received their ballot in November, 2% in August, and 1% in July or earlier.

| | Requested Ballot (N=683) | Received Ballot (N=564) |
|------------------|-----------------------------|----------------------------|
| July, or earlier | 32% | 1% |
| August | 18% | 2% |
| September | 30% | 12% |
| October | 18% | 75% |
| November | 1% | 9% |

21. When did you complete and return your ballot?

(N=570)

| | |
|---------------------------|-----|
| July, or earlier..... | *% |
| August..... | 1% |
| September | 5% |
| October..... | 73% |
| November..... | 11% |
| I did not return it. | 10% |

*% = less than 1 percent

73% of those surveyed who requested and received an absentee ballot said they completed and returned their ballot in October. 11% said they completed and returned their ballot in November, 5% in September, 1% in August and less than 1% in July or earlier.

Over 90% of those who requested and received a ballot completed and returned their ballots, while 10% did not return their ballot.

Federal Write-in Absentee Ballot

The FWAB, or Standard Form 186, is a back-up ballot that can be used when overseas civilians do not receive their regular absentee ballots.

Questions 22 through 24 ask overseas civilians about their use of the FWAB as an alternative voting method. Respondents are asked whether they used the FWAB; if so, when they used it; if not, why not.

22. When you did not receive your regular absentee ballot, did you use the FWAB?
(N=95)

Yes..... 31%
No..... 69%

31% of those surveyed who requested but did not receive an absentee ballot said they used the FWAB back-up ballot instead.

23. When did you use the FWAB?
(N=29)

October..... 83%
November..... 17%

83% of those surveyed who used the FWAB did so in October 1996. 17% said they used it in November.

24. What is the one main reason you did not use the FWAB? (Mark only one.)
(N=62)

I didn't know about the FWAB..... 87%
I knew about it, but couldn't get one. 5%
I didn't know where to get the FWAB. 5%
I did not know under what conditions it could be used. 2%
I was not outside the U.S. 2%

87% of those surveyed who did not receive an absentee ballot and did not use the FWAB said they did not know about it. Another 10% said they either could not get a FWAB (5%), or did not know where to get one (5%). 2% said they did not know under what conditions it could be used, and 2% said they were not outside the U.S. at the time.

Voting Assistance Guide

The Department of Defense *Voting Assistance Guide 1996-97* (VAG) provides state-by-state information to enable citizens to register and vote absentee. The VAG is available at embassies and consulates abroad.

Questions 25 through 28 ask overseas civilians whether they used the VAG; what kind of information they were looking for when they consulted the VAG; how they would rate it as a reference; and, if they did not use the VAG, why not.

25. Did you refer to the VAG for information about registering to vote or requesting an absentee ballot?

(N=2,118)

| | |
|----------|-----|
| Yes..... | 11% |
| No..... | 89% |

11% of the overseas civilians surveyed said they referred to the VAG for absentee ballot information.

26. What kind of information were you looking for in the VAG? (Mark all that apply.)

(N=240)

| | |
|--|-----|
| How to apply to register to vote absentee | 68% |
| Mailing address for FPCA or ballot | 65% |
| How to fill out the FPCA | 50% |
| Dates of elections and deadlines | 31% |
| How to transmit the FPCA or voted ballot electronically (i.e., Fax) | 14% |
| Other | 7% |

The top reasons for consulting the VAG, cited by those surveyed who used this reference, were: to learn how to apply to register to vote absentee (68%), to find a mailing address for an FPCA or ballot (65%), to learn how to fill out the FPCA (50%).

31% used the VAG to learn dates of elections and deadlines, and 7% used it for information on electronic transmission of the FPCA or voted ballot.

27. Overall, how would you rate the VAG as a reference on absentee voting procedures?
(N=233)

| | |
|-----------------|-----|
| Excellent | 30% |
| Good..... | 48% |
| Fair | 18% |
| Poor..... | 4% |

78% of those who used the VAG gave it a positive rating. 30% called it “excellent”, and 48% rated the reference as “good.”

28. Why didn't you use the VAG? (Mark only one.)
(N=1,786)

| | |
|--|-----|
| I didn't know about the VAG | 85% |
| I got all the information I needed from other sources..... | 13% |
| I didn't know where to get a copy of the VAG | 2% |
| I knew about it, but couldn't get a copy..... | 1% |

Of those surveyed who did not use the VAG, 85% said that was because they did not know about it. 13% said the main reason was that they got all the information they needed from other sources.

Voting Assistance Officer (VAO)

Voting Assistance Officers are designated individuals who provide accurate, non-partisan voting information and assistance to citizens who wish to vote. VAOs are found at embassies and consulates. Consular Officers are VAOs.

Questions 29 through 32 ask overseas civilians if they received voting information or assistance from their embassy or consulate VAO, what kinds of information or assistance they received, and how satisfied they were with it. If they did not use their VAO, respondents are asked for the main reason they did not do so.

29. Did you receive voting information or assistance from your embassy or consulate Consular Officer/VAO?
(N=2,126)

| | |
|----------|-----|
| Yes..... | 17% |
| No..... | 83% |

17% of the overseas civilians surveyed said they received voting information or assistance from their Consular Officer/VAO.

30. Which of the following kinds of information or assistance did you receive from your Consular Officer/VAO? (Mark all that apply.)
(N=358)

| | |
|---|-----|
| Obtaining the Federal Post Card Application (FPCA)..... | 68% |
| Understanding the absentee voting process | 31% |
| Obtaining a Federal Write-in Absentee Ballot (FWAB) | 27% |
| Completing the FPCA..... | 25% |
| Determining my eligibility to vote | 15% |
| Assisting with the FWAB..... | 8% |
| Finding information on candidates/issues..... | 4% |
| Electronic transmission of election materials (Faxing)..... | 3% |

Of those surveyed who received information or assistance from their Consular Officer/VAO, the top forms of information and assistance cited was obtaining the FPCA, which was mentioned by 68% of respondents.

Understanding the absentee voting process was the second most common type of information or assistance mentioned (31%), followed by obtaining a FWAB (27%), completing the FPCA (25%), determining eligibility to vote (15%), assisting with the FWAB (8%), finding information on candidates and issues (4%), and electronic transmission of election materials (3%).

31. Overall, how satisfied were you with the assistance or information you received from your Consular Officer/VAO?
(N=348)

| | |
|----------------------------|-----|
| Very satisfied..... | 61% |
| Somewhat satisfied | 27% |
| Somewhat dissatisfied..... | 9% |
| Very dissatisfied | 2% |

88% of the survey respondents were satisfied with assistance they received from their VAO. Of those, 61% say they were “very satisfied” with the service and 27% were “somewhat satisfied.”

32. Why didn't you receive voting information or assistance from your Consular Officer/VAO? (Mark all that apply.)
(N=1,768)

| | |
|---|-----|
| I did not know who my VAO was..... | 57% |
| I did not know how to contact my VAO..... | 43% |
| I did not have a VAO..... | 42% |
| I did not need any voting information or assistance..... | 22% |
| My VAO was not available when I needed assistance..... | 1% |
| My VAO did not have the materials/information I needed..... | 1% |
| My VAO was not helpful when I needed assistance..... | 1% |

Of those surveyed who did not receive information or assistance from the Consular Officer/VAO, 57% said it was because they did not know who their VAO was, 43% said they did not know how to contact their VAO, 42% said they did not have a VAO, and 22% said they did not need any voting information or assistance.

Electronic Transmission (Faxing)

Some states now allow the electronic transmission (i.e., faxing) of election materials, such as the absentee ballot request or the voted ballot itself.

Questions 33 through 36 ask overseas civilians about their use of electronic transmission for election materials, what they transmitted or received electronically, whether they found electronic transmission easy or difficult, and whether they have access to various forms of electronic transmission equipment.

33. In 1996, did you receive or transmit your request for registration and/or a ballot, the ballot itself, or any other election materials electronically (Fax)?
(N=2,112)

| | |
|----------|-----|
| Yes..... | 2% |
| No..... | 98% |

2% of the overseas civilians surveyed said they received or transmitted election materials electronically in 1996.

34. What did you receive or transmit electronically (Fax)? (*Mark all that apply.*)
(N=36)

| | |
|--|-----|
| Federal Post Card Application (FPCA)..... | 47% |
| Ballot..... | 14% |
| Non-FPCA request for absentee ballot..... | 14% |
| Federal Write-In Absentee Ballot (FWAB)..... | 3% |
| Other | 33% |

Of those surveyed who did receive or transmit election materials electronically, 47% used this process to receive or transmit the FPCA. Other materials cited were the absentee ballot (14%), a non-FPCA absentee ballot request (14%), and the FWAB (3%).

35. How easy was it to transmit (Fax) documents electronically?
(N=32)

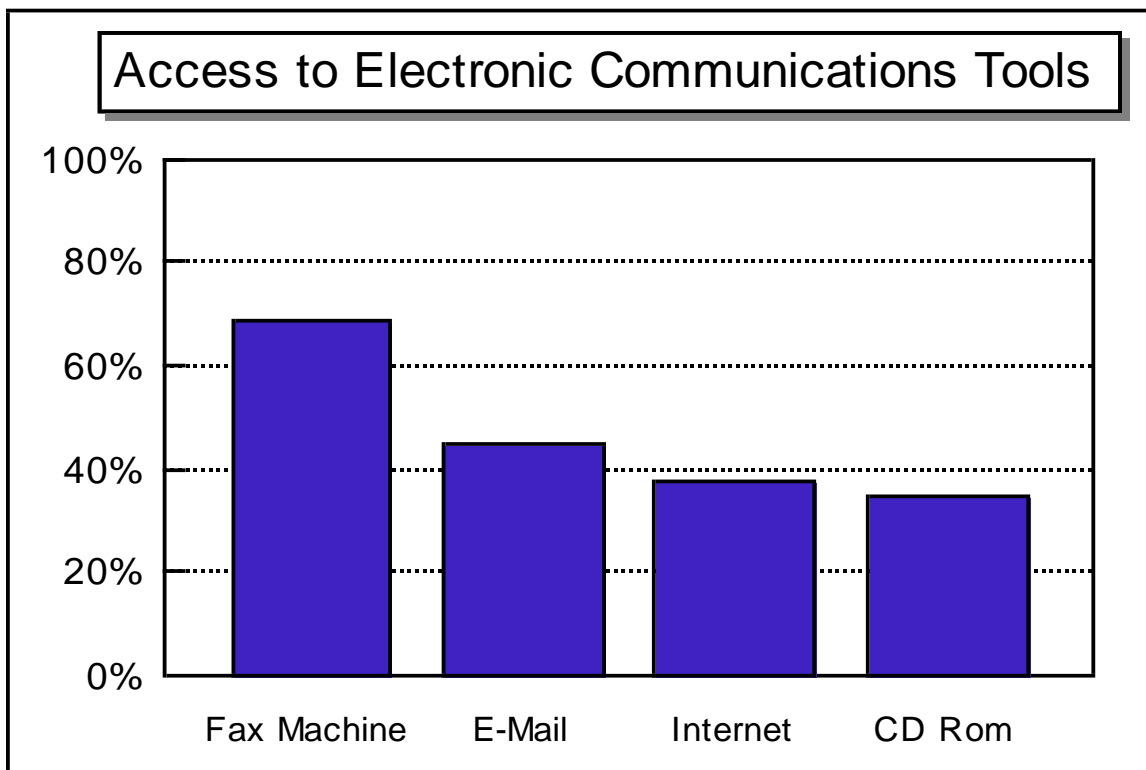
| | |
|-------------------------|-----|
| Very easy | 75% |
| Somewhat easy..... | 9% |
| Somewhat difficult..... | 3% |
| Very difficult | 12% |

84% of survey respondents found it easy to transmit election materials electronically. 75% found it “very easy” to do so and 9% found it “somewhat easy.”

36. Do you have access to any or all of the following? (Mark all that apply.)
(N=2,247)

| | |
|--------------------------------|-----|
| Fax machine | 69% |
| Electronic mail (E-mail) | 45% |
| The Internet | 38% |
| CD Rom | 35% |

When asked about access to electronic communications systems, 69% of the overseas civilians surveyed say they have access to a fax machine, 45% cited E-mail, 38% cited the Internet, and 35% said they have CD Rom-capability.



Voting Information Center

The Voting Information Center (VIC) is a telephone system that helps citizens become more informed about candidates and issues.

Questions 37 through 40 ask overseas civilians about their use of the VIC, how often they used it, how satisfied they were with it; and if they did not use the VIC, why not.

37. During 1996, did you use the Voting Information Center (VIC)?

(N=2,116)

| | |
|----------|------|
| Yes..... | *% |
| No..... | 100% |

*% = less than 1 percent

Less than 1% of the overseas civilians surveyed said they used the VIC during 1996.

38. About how many times did you use the VIC during 1996?

(N=6)

| | |
|------------------|-----|
| 1..... | 83% |
| 2 to 4 | 0% |
| 5 to 10 | 17% |
| 11 or more | 0% |

Of those surveyed who used the VIC, 83% used it one time and 17% used it 5 to 10 times.

39. Overall, how satisfied were you with the VIC?

(N=8)

| | |
|--------------------------|-----|
| Very satisfied..... | 38% |
| Somewhat satisfied | 25% |
| Not very satisfied | 38% |

Of those surveyed who used the VIC, 63% said they were satisfied with the service. 38% were “very satisfied” and 25% were “somewhat satisfied.”

40. Why didn't you use the VIC during 1996? (Mark all that apply.)
(N=2,107)

| | |
|---|-----|
| I didn't know about it. | 88% |
| I got all the information I needed from other sources. | 13% |
| I didn't know how it might be useful..... | 6% |
| It was not toll-free. | 4% |
| I knew about it, but didn't know the phone number. | 1% |

Of those surveyed who did not use the VIC during 1996, 88% marked "I did not know about it" as a reason for non-use. 13% marked "I got all the information I needed from other sources;" 6% marked "I didn't know how it might be useful;" 4% marked "It was not toll-free," and 1% marked "I knew about it, but didn't know the phone number."

Toll-Free Telephone Service

The Federal Voting Assistance Program (FVAP) provides a toll-free telephone service that allows a caller to talk with FVAP staff for voting information or assistance.

Questions 41 through 43 ask overseas civilians about their use of the toll-free telephone service, how satisfied they were with it; and if they did not use the toll-free service, why not.

41. Did you use this service for the 1996 election?
(N=2,124)

| | |
|----------|------|
| Yes..... | *% |
| No..... | 100% |

*% = less than 1 percent

Less than 1% of the overseas civilians surveyed said that they used the FVAP toll-free telephone service during 1996.

42. Overall, how satisfied were you with the assistance you received when you called the toll-free number?
(N=10)

| | |
|----------------------------|-----|
| Very satisfied..... | 70% |
| Somewhat satisfied | 20% |
| Somewhat dissatisfied..... | 10% |
| Very dissatisfied | 0% |

Of those surveyed who used the FVAP toll-free telephone service, 90% were satisfied with the service. 70% were "very satisfied" and 20% were "somewhat satisfied."

43. Why didn't you use the toll-free telephone service? (Mark all that apply.)
(N=2,114)

| | |
|---|-----|
| I didn't know about it. | 90% |
| I got all the information I needed from other sources. | 12% |
| It is not available in my country of residence. | 6% |
| I didn't know how it might be useful..... | 4% |
| I knew about it, but didn't know the phone number. | *% |

*% = less than 1 percent

Of those surveyed who did not use the toll-free telephone service during 1996, 90% marked "I didn't know about it" as a reason for non-use; 12% marked "I got all the information I needed from other sources;" 6% indicated "it is not available in my country of residence;" 4% marked "I didn't know about how it might be useful," and less than 1% marked "I knew about it, but didn't know the phone number."

Other Sources of Voting Information

U.S. Citizens often rely on different sources of information about elections and voting.

Questions 44 through 46 ask overseas civilians how satisfied they were with several specific sources of voting information and assistance.

44. Overall how satisfied were you with the voting information or assistance you received from the following sources for the 1996 election?

(For each source, mark only one answer.)

(N=2,247)

Federal Voting Assistance Program (FVAP):

| | |
|----------------------------|-----|
| Very satisfied..... | 3% |
| Somewhat satisfied | 2% |
| Somewhat dissatisfied..... | 1% |
| Very dissatisfied | 2% |
| Did not use | 57% |
| Not available to me | 19% |
| No response..... | 17% |

3% of the overseas civilians surveyed said they were very satisfied with the FVAP, and 2% said they were somewhat satisfied with this information source. 57% said they did not use the FVAP and 19% said it was not available to them.

Other Federal agency/agencies:

| | |
|----------------------------|-----|
| Very satisfied..... | 1% |
| Somewhat satisfied | 1% |
| Somewhat dissatisfied..... | 1% |
| Very dissatisfied | 2% |
| Did not use | 59% |
| Not available to me | 17% |
| No response..... | 19% |

1% of the overseas civilians surveyed said they were very satisfied with voter information services provided by other Federal agencies, and 1% said they were somewhat satisfied with these services. 59% said they did not use voter information services provided by other Federal agencies, and 17% said these services were not available to them.

U.S. Embassy or Consulate:

| | |
|----------------------------|-----|
| Very satisfied..... | 12% |
| Somewhat satisfied | 8% |
| Somewhat dissatisfied..... | 3% |
| Very dissatisfied | 4% |
| Did not use | 49% |
| Not available to me | 11% |
| No response..... | 13% |

12% of the overseas civilians surveyed said they were very satisfied with the voter information services provided by the U.S. Embassy or consulate, and 8% said they were somewhat satisfied with these services. 49% said they did not use voter information services provided by the U.S. Embassy or Consulate, and 11% said these services were not available to them.

Political or other private organization:

| | |
|----------------------------|-----|
| Very satisfied..... | 3% |
| Somewhat satisfied | 3% |
| Somewhat dissatisfied..... | 1% |
| Very dissatisfied | 2% |
| Did not use | 56% |
| Not available to me | 17% |
| No response..... | 19% |

3% of the overseas civilians surveyed said they were very satisfied with the voter information services provided by political or other private organizations, and 3% said they were somewhat satisfied. 56% said they did not use voter information services provided by political and other private organizations, and 17% said these services were not available to them.

45. **How useful was each of the following sources of information on voting in the 1996 election?** (For each source, mark only one answer.)
(N=2,247)

Voting News Releases

(News releases on election dates and procedures)

| | |
|---------------------------|-----|
| Very useful | 4% |
| Somewhat useful | 5% |
| Not very useful | 2% |
| Not useful at all | 2% |
| Did not use | 42% |
| Not available to me | 31% |
| No response..... | 14% |

4% of the overseas civilians surveyed said they found voting news releases very useful during the 1996 election, and 5% said they found them somewhat useful. 42% said they did not use voting news releases, and 31% said this source was not available to them.

The *Voting Information News* newsletter

| | |
|---------------------------|-----|
| Very useful | 1% |
| Somewhat useful | *% |
| Not very useful | *% |
| Not useful at all | 1% |
| Did not use | 43% |
| Not available to me | 39% |
| No response..... | 16% |

1% of the overseas civilians surveyed said they found *Voting Information News* very useful during the 1996 election, and less than 1% said they found it somewhat useful. 43% said they did not use *Voting Information News*, and 39% said it was not available to them.

FVAP On-site Voting Assistance Workshop

| | |
|---------------------------|-----|
| Very useful | *% |
| Somewhat useful | 0% |
| Not very useful | *% |
| Not useful at all | 1% |
| Did not use | 45% |
| Not available to me | 38% |
| No response..... | 16% |

Less than 1% of the overseas civilians surveyed said they found the FVAP On-Site Voting Assistance Workshop very useful during the 1996 election. 45% said they did not use the Voting Assistance Workshop, and 38% said it was not available to them.

The Voting Information Election Calendar poster

| | |
|---------------------------|-----|
| Very useful | *% |
| Somewhat useful | *% |
| Not very useful | 1% |
| Not useful at all | 1% |
| Did not use | 43% |
| Not available to me | 40% |
| No response | 16% |

Less than 1% of the overseas civilians surveyed said they found the Voting Information Election Calendar poster very useful during the 1996 election, and less than 1% said they found it somewhat useful. 43% said they did not use the Election Calendar poster, and 40% said it was not available to them.

“Your Vote is the One that Matters” motivational poster

| | |
|---------------------------|-----|
| Very useful | *% |
| Somewhat useful | 1% |
| Not very useful | 1% |
| Not useful at all | 1% |
| Did not use | 42% |
| Not available to me | 40% |
| No response | 15% |

Less than 1% of the overseas civilians surveyed said they found the “Your Vote is One that Matters” motivational poster very useful during the 1996 election, and 1% said they found it somewhat useful. 42% said they did not use the motivational poster, and 40% said it was not available to them.

***Communicating With Your Elected Officials* pamphlet**

| | |
|---------------------------|-----|
| Very useful | *% |
| Somewhat useful | 1% |
| Not very useful | *% |
| Not useful at all | 1% |
| Did not use | 42% |
| Not available to me | 40% |
| No response | 16% |

Less than 1% of the overseas civilians surveyed said they found the “Communicating With Your Elected Officials” pamphlet very useful during the 1996 election, and 1% said they found it somewhat useful. 42% said they did not use the pamphlet, and 40% said it was not available to them.

***How To Do It! Vote Absentee* pamphlet**

| | |
|---------------------------|-----|
| Very useful | 3% |
| Somewhat useful | 3% |
| Not very useful | 1% |
| Not useful at all | 1% |
| Did not use | 41% |
| Not available to me | 37% |
| No response | 15% |

3% of the overseas civilians surveyed said they found the “How to Do It! Vote Absentee” pamphlet very useful during the 1996 election, and 3% said they found it somewhat useful. 41% said they did not use the pamphlet at all, and 37% said it was not available to them.

**The FVAP Video Training Tape
(Instructions on registering and voting absentee)**

| | |
|---------------------------|-----|
| Very useful | *% |
| Somewhat useful | *% |
| Not very useful | *% |
| Not useful at all | *% |
| Did not use | 42% |
| Not available to me | 41% |
| No response | 16% |

Less than 1% of the overseas civilians surveyed said they found the FVAP Video Training Tape very useful during the 1996 election, and less than 1% said they found it somewhat useful. 42% said they did not use the training tape, and 41% said it was not available to them.

"Get out the Vote" public service ad campaign

| | |
|---------------------------|-----|
| Very useful | *% |
| Somewhat useful | 1% |
| Not very useful | *% |
| Not useful at all | 1% |
| Did not use | 41% |
| Not available to me | 41% |
| No response | 16% |

*% = less than 1 percent

Less than 1% of the overseas civilians surveyed said they found the “Get out the Vote” public service ad campaign very useful during the 1996 election, and 1% said they found it somewhat useful. 41% said they did not use the public service ad campaign, and 41% said it was not available to them.

- 46. How useful was each of the following sources of information on voting in the 1996 election?** (For each source, mark only one answer.)
(N=2,247)

CNN International

| | |
|---------------------------|-----|
| Very useful | 25% |
| Somewhat useful..... | 20% |
| Not very useful..... | 3% |
| Not useful at all..... | 2% |
| Did not use | 18% |
| Not available to me | 19% |
| No response..... | 13% |

25% of the overseas civilians surveyed said they found CNN International a very useful voter information source during the 1996 election, and 20% said they found it somewhat useful. 18% said they did not use CNN International as a voter information source, and 19% said it was not available to them.

Armed Forces Radio/TV

| | |
|---------------------------|-----|
| Very useful | 3% |
| Somewhat useful..... | 3% |
| Not very useful..... | 2% |
| Not useful at all..... | 1% |
| Did not use | 34% |
| Not available to me | 40% |
| No response..... | 18% |

3% of the overseas civilians surveyed said they found Armed Forces Radio/TV a very useful voter information source during the 1996 election, and 3% said they found it somewhat useful. 34% said they did not use Armed Forces Radio/TV as a voter information source, and 40% said it was not available to them.

Local television and radio

| | |
|---------------------------|-----|
| Very useful | 8% |
| Somewhat useful..... | 20% |
| Not very useful..... | 12% |
| Not useful at all..... | 17% |
| Did not use | 19% |
| Not available to me | 8% |
| No response..... | 15% |

8% of the overseas civilians surveyed said they found local television and radio a very useful voter information source during the 1996 election, and 20% said they found it somewhat useful. 19% said they did not use local television and radio as a voter information source, and 8% said it was not available to them.

International Herald-Tribune

| | |
|---------------------------|-----|
| Very useful | 6% |
| Somewhat useful..... | 8% |
| Not very useful..... | 2% |
| Not useful at all..... | 1% |
| Did not use | 41% |
| Not available to me | 24% |
| No response..... | 17% |

6% of the overseas civilians surveyed said they found the *International Herald Tribune* a very useful voter information source during the 1996 election, and 8% said they found it somewhat useful. 41% said they did not use the *International Herald Tribune* as a voter information source, and 24% said it was not available to them.

USA Today International

| | |
|---------------------------|-----|
| Very useful | 3% |
| Somewhat useful..... | 6% |
| Not very useful..... | 2% |
| Not useful at all..... | 1% |
| Did not use | 44% |
| Not available to me | 26% |
| No response..... | 18% |

3% of the overseas civilians surveyed said they found *USA Today International* a very useful voter information source during the 1996 election, and 6% said they found it somewhat useful. 44% said they did not use *USA Today International* as a voter information source, and 26% said it was not available to them.

Military newspapers and magazines

| | |
|---------------------------|-----|
| Very useful | 1% |
| Somewhat useful..... | 2% |
| Not very useful..... | 1% |
| Not useful at all..... | 1% |
| Did not use | 34% |
| Not available to me | 43% |
| No response..... | 19% |

1% of the overseas civilians surveyed said they found military newspapers and magazines a very useful voter information source during the 1996 election, and 2% said they found them somewhat useful. 34% said they did not use military newspapers and magazines as a voter information source, and 43% said the publications were not available to them.

Local print media

| | |
|---------------------------|-----|
| Very useful | 7% |
| Somewhat useful..... | 17% |
| Not very useful..... | 11% |
| Not useful at all..... | 15% |
| Did not use | 25% |
| Not available to me | 9% |
| No response..... | 16% |

7% of the overseas civilians surveyed said they found local print media a very useful voter information source during the 1996 election, and 17% said they found them somewhat useful. 25% said they did not use local print media as a voter information source, and 9% said the publications were not available to them.

Family/Friends

| | |
|---------------------------|-----|
| Very useful | 10% |
| Somewhat useful..... | 23% |
| Not very useful..... | 11% |
| Not useful at all..... | 6% |
| Did not use | 26% |
| Not available to me | 7% |
| No response..... | 16% |

10% of the overseas civilians surveyed said they found family and friends a very useful voter information source during the 1996 election, and 23% said they found them somewhat useful. 26% said they did not use family and friends as a voter information source, and 7% said this source was not available to them.

The Internet

| | |
|---------------------------|-----|
| Very useful | 3% |
| Somewhat useful..... | 6% |
| Not very useful..... | 2% |
| Not useful at all..... | 2% |
| Did not use | 43% |
| Not available to me | 27% |
| No response..... | 18% |

3% of the overseas civilians surveyed said they found the Internet a very useful voter information source during the 1996 election, and 6% said they found it somewhat useful. 43% said they did not use the Internet as a voter information source, and 27% said it was not available to them.